Department of Information Services
CUSTOMER ADVISORY BOARD
May 20, 2002
Meeting Minutes

Attending:
Jim Albert, Attorney General's Office
Peter Antolin, Office of Financial Management
Brian Backus, Administrative Office of the Courts
Jim Eby, Department of Fish and Wildlife
Sue Fleener, Washington State Patrol
DC Grant, Liquor Control Board
Phil Grigg, Department of General Administration
Sadie Hawkins, Office of Financial Management
Dennis Jones, Office of Financial Management
Gary Maciejewski, Washington State Department of Agriculture
Sarah Marlow, Department of Revenue
Sam Marsaau, Department of Retirement Systems
Gerry McDougall, Department of Licensing
Jennifer McNamara, Department of Health
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Fran Muskopf, Department of Health
Tom Neitzel, Health Care Authority
Christy Ridout, Department of Social and Health Services
Ron Seymour, Department of Financial Institutions
Doug Tanabe, Department of Personnel
Shelagh Taylor, Department of Labor and Industries

DIS Staff:
Lourdes Collins, Management and Oversight of Strategic Technologies
Mary Lou Griffith, Management and Oversight of Strategic Technologies
Stan Ditterline, Management and Oversight of Strategic Technologies
Gail Douglas, Management Services Acting Assistant Director
Ellen Langley, Office of the Director
Mike McVicker, Telecommunication Services Assistant Director
Kay Metsker, Computer Services Division
Becci Riley, Computer Services Acting Assistant Director
Laura Parma, Interactive Technologies Assistant Director
Tom Parma, Management and Oversight of Strategic Technologies
Paul Piper, Management and Oversight of Strategic Technologies
Glen Tapanila, Digital Government Applications Academy
Stuart McKee, Director Department of Information

Doug Tanabe, Customer Advisory Board Vice-Chair, filling in for Thomas Bynum, called the meeting to order at 1:30 p.m. He announced that the subcommittee reports would be given first.

Infrastructure – Phil Grigg, GA

Phil announced that Laura Parma is looking for volunteers for the Web Presentation Guidelines and introduced Laura Parma.

Laura Parma informed CAB of her intent to upgrade the guidelines. The subcommittee owns the guidelines, but they need to be refreshed. They were last published in June of 2001 and can be found at http://www.wa.gov/dis/portfolio/webguidelines.htm. The group will be looking at several issues including accessibility and usefulness. She hopes to start in June working on the scope then returning to CAB within a few months to review the updated Web Presentation Guidelines. Please contact Laura Parma laurap@dis.wa.gov if you are interested in participating in the new team.

Phil then introduced Mary Lou Griffith to discuss Security policy changes.

Mary Lou Griffith announced that the due date for the agency letter has been changed to August 31st. All required deliverables such as Disaster/Recovery and Portfolio II will be due on the same date. Agencies may submit one letter to combine review requirements for all three policies. The ISB is interested in agency progress towards full compliance and she said the security portion of the letter should contain the following information about the agency security program: state if the agency is in compliance or working towards it; a date when the agency expects to reach full compliance; a list of accomplishments; and a list of remaining tasks.

An IT Security Policy and Standards Compliance Audit must be conducted once in a three-year period. The audit standards are posted at:
http://www.sao.wa.gov/StateGovernment/ITSecurityAuditPolicyAuditStandards.asp
The first agency audits must be completed by October 2003.

Phil Grigg presented the status of Windows 2000 Server project. A web application, "Object and Attribute Definitions", will be presented to the Steering committee for approval at the next meeting. Work is continuing in the development of a high-level policy document that will establish a definition of roles and responsibilities in relationship to the Active Directory, and the Steering Committee will discuss next Friday how it will be implemented. OFM has petitioned to join the statewide forest. There is a new issue regarding disaster recovery. The move from large legacy systems to a enterprise E-Government environment raises questions about recovery of mission critical systems. There are no infrastructure policy updates.

State/Local Government – Dan Parsons

There is a planning meeting scheduled for June 11th. Confirmation of the time and place will be sent out over the CAB Listserv.

Rates and Services – Christy Ridout, DSHS

The Rates and Services Subcommittee met on April 24th to discuss the rate changes resulting in a $2 million reduction in rates to state agencies. The proposed rate reductions include SCAN, SCAN Plus, Centrex, 390 Processing, Tape Storage and Print Services. The committee approved all rate changes. DIS proposed a standard rate for offsite tape storage. The current rate is published as a variable rate. The proposed

standard rate will not affect the rate agencies are currently paying. This was approved by the committee and will be officially published by DIS effective July 1, 2002.

DOL ISB Presentation –Gerry McDougall & Bill Kehoe, DOL
The Department of Licensing (DOL) met with the ISB Core Systems Subcommittee two weeks ago to present the Unisys system migration proposal. They were the 1st agency to go before the group. The subcommittee seemed very interested in costs and strategy instead of assessing the current status.

Currently, the project team is in the information gathering stage. DOL is looking for a security upgrade and a new way to enter field data. They believe a migration from Unisys would save money. When Unisys is being worked on, DOL cannot access their records and they need a more flexible environment. They are concerned with meeting new demands in a timely manner. They would like to reduce the platforms and remove the constraints that Unisys has.

One of the problems is that the documentation for Unisys isn't available. It is difficult to find people trained in the system and staff expertise is diminished as people retire. Also operation costs rise as the agency adds legacy and middleware to perform needed functions.

Another problem is that Unisys doesn't support field data. With the current program in place, a user is unable to do data mining. This problem could be solved with a data warehouse.

DOL would like to create an architecture plan that is department wide. There are current problems identified in the auditors' security findings. The new plan would need to have the flexibility to respond to the federal mandates. A low cost solution would be to develop a re-platforming alternative to the COBOL mainframe. The initial migration would have a low cost and low risk.

The alternatives suggested to date would include application redesign, functional rewrite, transformation or replatform. These alternatives will be outlined in more detail in July.

Message From The Director, Stuart McKee, DIS
Stuart commented in reference to the DOL presentation that the Core Systems Subcommittee is less onerous for agencies than the alternative and is a learning experience.
He added that it is healthy to see the processes evolve. Stuart also commented that he noted in the customer survey that there appears to be a recurring theme regarding communication issues, and how to spend money more effectively and efficiently. He added that it was refreshing to see people consistently considering the fiscal impacts of

projects. It is his hope that DIS continues to serve its customers as successfully as the survey reflects.

Marla Kentfield commented that agencies have "become more of an IT community in the last couple of years " and want to continue a collaborative partnership with DIS.

Single Sign-On Project – Allen Schmidt, OFM

Allan identified the problems that the Single Sign-on Project will address. He noted that developers spend too much time managing authentication and access control while help desks spend too much time re-setting passwords because users have too many passwords to remember. He added that managers cannot set enterprise-wide access control policies.

The vision of the Single Sign-on project is that users that reside within or connect to the Windows 2000 single forest will only need to provide a user ID and password once to access any of the computer applications they use. The strategy is to build a "Logon Assist Module" to allow non-compliant applications to use Windows 2000 user and group administration. Currently, a prototype is being built to validate the concept of using Windows 2000 security for single sign-on and a non-compliant program will be added to it to test feasibility. New applications would be built compliant with common single sign-on. Also, existing legacy applications would become compliant by use of Logon Assist Modules. The forest applications developers group is currently working on standards for agency passwords.

Content Management Update – Garth Cowan, DIS

Interwoven was chosen as a vendor and the pilot process for content management began in April. Access Washington News is being used as the test program, and it is utilizing one-step processing. The software works within a framework and is "virtualized" to allow changes within a product without affecting other users. It is very compliant with existing tools and automates meta–tagging. The next step is to complete the pilot program, make the final negotiations, and begin implementation. Garth expects to be able to demo the application in the near future.

Inside Washington Refresh Update – Laura Parma, DIS

DIS is working with a team representing the central service agencies on a refresh for the Inside Washington portal. The purpose of the refresh project is to review both content and structure of the site to improve the delivery of internal applications and information for use inside of government. The project is underway to conduct a survey of users of the site and the central service agencies. It is anticipated that the refreshed site will be completed this summer.

Internet Check Project Update – Laura Parma, DIS

DIS is nearing the completion of the master contract for Internet Checks. This will provide a new Internet based payment method to support larger dollar transactions. DIS will provide an update to the CAB in June on the pricing and contract.

New Business- Expect a date change on the Core Systems Meeting. The new date will be released via the CAB Listserv.

Meeting was adjourned at 3:10